

## Child Support Services

### DESCRIPTION OF MAJOR SERVICES

The Department of Child Support Services (DCSS) promotes family self-sufficiency by helping parents meet their mutual obligation to provide financial and medical support for their children. These services are offered throughout San Bernardino County with offices located in the high desert, the west end, and the greater San Bernardino area.

#### Budget at a Glance

Total Requirements	\$40,134,968
Total Sources	\$40,134,968
Net County Cost	\$0
Total Staff	434
Funded by Net County Cost	0%

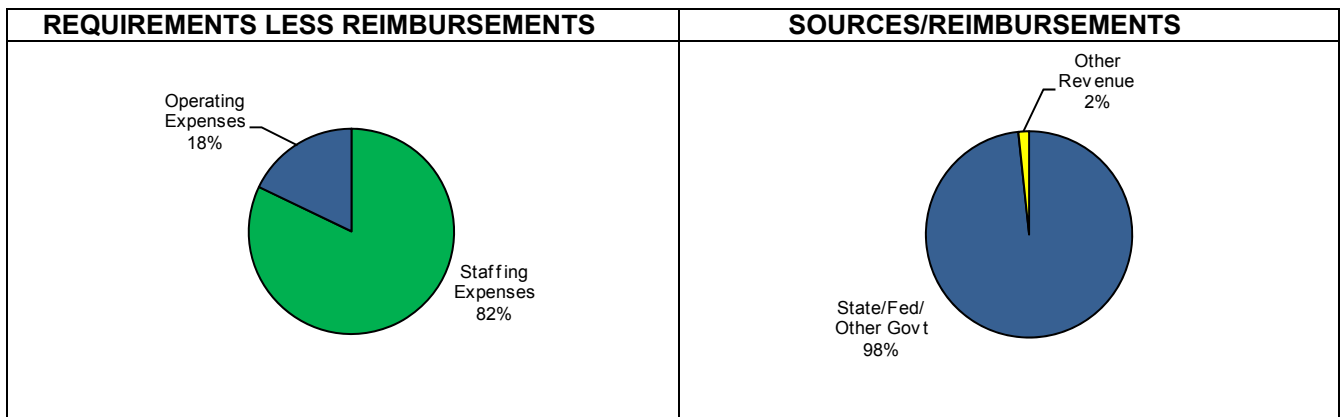
DCSS is dedicated to administering the program in a manner that puts the needs of the children first and foremost. The belief that working collaboratively with parents in understanding and meeting their obligations is a fundamental element in the success of the program.

The services provided by DCSS include the following:

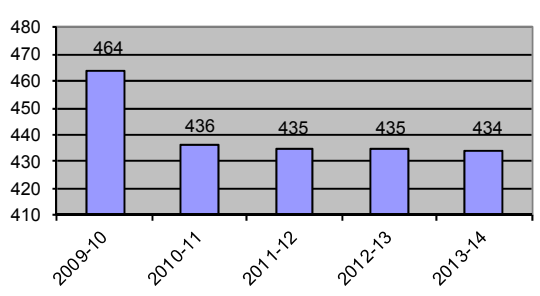
- Locating parents to establish court orders for paternity, child and medical support.
- Enforcing court orders for child, family, spousal and medical support.
- Securing child support payments.
- Maintaining records of payments made and balances due.
- Modifying court orders when appropriate.

Additionally, DCSS offers services to assist customers with concerns that may arise in the progress of their case. The Ombudsman program administers the Complaint Resolution process, in which customers have the opportunity to raise concerns with the processing of their case, pursue resolution, and obtain information about the child support program and their rights and responsibilities.

### 2013-14 RECOMMENDED BUDGET



**BUDGETED STAFFING**

STAFFING ANALYSIS					5-YEAR STAFFING TREND				
Authorized Positions	2011-12 Final	2012-13 Adopted	2012-13 Modified	2013-14 Recommended					
Regular	435	434	434	434					
Limited Term	0	1	1	0					
Total	435	435	435	434					
Staffing Expenses	\$30,878,412	\$32,073,284	\$32,073,284	\$32,833,296					

**ANALYSIS OF 2013-14 RECOMMENDED BUDGET**

GROUP: Human Services  
DEPARTMENT: Child Support Services  
FUND: General

BUDGET UNIT: AAA DCS  
FUNCTION: Public Protection  
ACTIVITY: Judicial

	2009-10 Actual	2010-11 Actual	2011-12 Actual	2012-13 Estimate	2012-13 Modified Budget	2013-14 Recommended Budget	Change From 2012-13 Modified Budget
<b>Requirements</b>							
Staffing Expenses	29,898,490	30,602,092	30,878,412	31,452,802	32,073,284	32,833,296	760,012
Operating Expenses	8,278,733	8,908,877	7,951,067	7,496,755	7,657,433	7,146,571	(510,862)
Capital Expenditures	133,022	310,853	232,668	55,354	85,620	187,762	102,142
Contingencies	0	0	0	0	0	0	0
Total Exp Authority	38,310,245	39,821,822	39,062,147	39,004,911	39,816,337	40,167,629	351,292
Reimbursements	(112,458)	(125,694)	(128,181)	(129,723)	(130,344)	(32,661)	97,683
Total Appropriation	38,197,787	39,696,128	38,933,966	38,875,188	39,685,993	40,134,968	448,975
Operating Transfers Out	0	0	0	0	0	0	0
Total Requirements	38,197,787	39,696,128	38,933,966	38,875,188	39,685,993	40,134,968	448,975
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State, Fed or Gov't Aid	38,136,673	39,268,735	38,864,818	38,813,188	38,891,056	39,462,528	571,472
Fee/Rate	0	0	0	0	0	0	0
Other Revenue	61,113	427,392	67,376	62,000	794,937	672,440	(122,497)
Total Revenue	38,197,786	39,696,127	38,932,194	38,875,188	39,685,993	40,134,968	448,975
Operating Transfers In	0	0	0	0	0	0	0
Total Sources	38,197,786	39,696,127	38,932,194	38,875,188	39,685,993	40,134,968	448,975
Net County Cost	1	1	1,772	0	0	0	0
Budgeted Staffing					435	434	(1)

**MAJOR EXPENDITURES AND REVENUE IN 2013-14 RECOMMENDED BUDGET**

Major requirements and sources include the following:

- Staffing expenses of \$32.8 million fund 434 budgeted positions.
- Operating expenses of \$7.1 million include professional services contracts, telephone services, mail services, COWCAP, leases, and other operating costs.

Sources of \$40.1 million primarily represent the federal and state allocation to fund child support operations. DCSS has no net county cost.



## BUDGET CHANGES AND OPERATIONAL IMPACT

For 2013-14, requirements are expected to increase by \$0.5 million over the 2012-13 modified budget primarily due to the restoration of the one-time Federal and State funding reduction. During 2012-13, funding for Local Child Support Agencies was reduced as a result of the Governor's May Budget Revision. The restored funding will be used for increased salary and retirement benefits costs.

## STAFFING CHANGES AND OPERATIONAL IMPACT

Staffing expenses of \$32.8 million fund 434 budgeted regular positions. This is a reduction of 1 position compared to the 2012-13 modified budget and is the net effect of 3 deletions and 2 additions. For 2013-14, 2 vacant program positions as well as 1 extra-help position are being deleted, and 1 legal services position and 1 technical support position are being requested. These adjustments are necessary to provide mandatory legal and technical support for child support operations, as well as improve the overall efficiency of the Department's daily operations.

## 2013-14 POSITION SUMMARY

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Director and Ombudsman	11	0	11	10	1	0	11
Assistant Director and Technical Support	14	0	14	13	0	1	14
Program Support	112	0	112	106	6	0	112
Child Support Operations - Enforcement	162	0	162	155	7	0	162
Child Support Operations - Establishment	74	0	74	66	8	0	74
Legal Services	61	0	61	55	5	1	61
Total	434	0	434	405	27	2	434

Director and Ombudsman	Assistant Director and Technical Support	Program Support
<u>Classification</u>	<u>Classification</u>	<u>Classification</u>
1 Director of Child Support	1 Assistant Director of Child Support	1 Deputy Director
4 Child Support Officer II	1 Automated Systems Analyst I	1 Accountant II
1 Child Support Operations Manager	3 Automated Systems Technician	1 Accountant III
1 Executive Secretary II	1 Business Applications Manager	3 Accounting Technician
1 Media Specialist	1 Business Systems Analyst II	1 Administrative Supervisor II
1 Program Specialist I	1 Business Systems Analyst III	1 Child Support Accounting Supervisor
1 Program Specialist II	1 Department Systems Engineer	5 Child Support Assistant
1 Supervising Child Support Officer	1 IT Technical Assistant	44 Child Support Officer I / Trainee
11 Total	1 Secretary I	9 Child Support Officer II
	1 Secretary II	2 Child Support Operations Manager
	1 Statistical Analyst	4 Fiscal Assistant
	1 Supervising Auto Systems Analyst II	18 Office Assistant II
	14 Total	2 Payroll Specialist
		4 Program Specialist I
		3 Staff Analyst II
		3 Staff Training Instructor
		2 Storekeeper
		5 Supervising Child Support Officer
		2 Supervising Office Assistant
		1 Training & Development Supervisor
		112 Total
Child Support Operations - Enforcement	Child Support Operations - Establishment	Legal Services
<u>Classification</u>	<u>Classification</u>	<u>Classification</u>
1 Deputy Director	1 Deputy Director	1 Child Support Chief Attorney
14 Child Support Assistant	19 Child Support Assistant	7 Child Support Assistant
3 Child Support Asst Ops Manager	38 Child Support Officer I	15 Child Support Attorney III
99 Child Support Officer I	7 Child Support Officer II	24 Child Support Officer I
16 Child Support Officer II	2 Child Support Operations Manager	3 Child Support Officer II
4 Child Support Operations Manager	1 Office Assistant II	1 Child Support Operations Manager
8 Office Assistant II	1 Secretary I	2 Office Assistant III
2 Office Assistant III	5 Supervising Child Support Officer	1 Secretary I
15 Supervising Child Support Officer	74 Total	2 Supervising Child Support Attorney
162 Total		5 Supervising Child Support Officer
		61 Total

